

# Utility Complaints for Cases Received in 2002

3/28/2003

Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
COM. ELECTRIC/GAS	WPS ENERGY SERVICES, INC.	0%	0%	0%	0%	0	0.0
<b>Industry Totals</b>	<b>1</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b>	<b>0.0</b>
COMMUNICATIONS	CHINA TELEPHONE COMPANY	0%	2 33%	2 33%	2 33%	6	1.5
	COBOSSECONTEE TELEPHONE COMPANY (TDS)	0%		2 100%		2	2.0
	COMMUNITY SERVICE TELEPHONE COMPANY	0%		3 75%	1 25%	4	0.3
	HAMPDEN TELEPHONE COMPANY (TDS)	0%		1 100%		1	0.3
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)	0%	4 67%	1 17%	1 17%	6	1.4
	ISLAND TELEPHONE CO. (TDS)	0%				0	0.0
	LINCOLNVILLE TELEPHONE COMPANY	0%		1 50%	1 50%	2	0.9
	MAINE TELEPHONE COMPANY	2 22%	5 56%	1 11%	1 11%	9	0.7
	MID-MAINE COMMUNICATIONS	2 40%	2 40%	1 20%		5	0.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	5 20%	7 28%	10 40%	3 12%	25	1.0
	OXFORD TELEPHONE COMPANY	1 33%		2 67%		3	0.3
	OXFORD WEST TELEPHONE COMPANY	0%	0%	0%	0%	0	0.0
	PINE TREE TELEPHONE COMPANY	3 75%	0%	0%	1 25%	4	0.6
	SACO RIVER TELEPHONE COMPANY	0%	0%	1 100%	0%	1	0.1
	SIDNEY TELEPHONE COMPANY	0%	0%	0%	0%	0	0.0
	SOMERSET TELEPHONE COMPANY (TDS)	0%	1 50%	0%	1 50%	2	0.2
	STANDISH TELEPHONE COMPANY	0%	4 67%	1 17%	1 17%	6	0.7
	TIDEWATER TELECOM	3 43%	2 29%	1 14%	1 14%	7	0.6
	UNION RIVER TELEPHONE COMPANY	1 100%	0%	0%	0%	1	0.7
	UNITEL, INC.	0%	0%	0%	0%	0	0.0
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	78 16%	221 47%	141 30%	33 7%	473	0.9
	WARREN TELEPHONE COMPANY (TDS)	0%	0%	0%	1 100%	1	0.5
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)	0%	2 67%	1 33%	0%	3	1.1
<b>Industry Totals</b>	<b>23</b>	<b>95</b> <b>17%</b>	<b>250</b> <b>45%</b>	<b>169</b> <b>30%</b>	<b>47</b> <b>8%</b>	<b>561</b>	<b>0.8</b>
COMPETITIVE ELECTRIC PROVIDER	ADAMS RESOURCES MARKETING, LTD.	0%	0%	0%	0%	0	0.0
	AFFILIATED POWER PURCHASERS INTERNATIONAL, LLC	0%	0%	0%	0%	0	0.0

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COMPETITIVE	AGF DIRECT ENERGY, LLC	0%	0%	0%	0%	0	0.0
ALTERNATIVE	ALTERNATIVE POWER SOURCE, INC.	0%	0%	0%	0%	0	0.0
	COMPETITIVE ENERGY SERVICES, LLC (CES)	0%	0%	0%	0%	0	0.0
	CONSOLIDATED EDISON ENERGY, INC.	0%	0%	0%	0%	0	0.0
	CONSTELLATION NEWENERGY, INC.	0%	0%	0%	0%	0	0.0
	CONSTELLATION POWER SOURCE MAINE, LLC	0%	0%	0%	0%	0	0.0
	DOMINION RETAIL, INC	0%	0%	0%	0%	0	0.0
	DUKE ENERGY TRADING AND MARKETING, LLC	0%	0%	0%	0%	0	0.0
	E-PRO	0%	0%	0%	0%	0	0.0
	EMERA ENERGY SERVICES INC	0%	0%	0%	0%	0	0.0
	ENERGY ATLANTIC, LLC	0%	0%	0%	0%	0	0.0
	ENERGY OPTIONS CONSULTING GROUP, LLC	0%	0%	0%	0%	0	0.0
	ENERGY SUPPLY, INC.	0%	0%	0%	0%	0	0.0
	ENRON ENERGY SERVICES, INC.	0%	0%	0%	0%	0	0.0
	ENRON POWER MARKETING, INC.	0%	0%	0%	0%	0	0.0
	FPL ENERGY POWER MARKETING, INC.	0%	0%	0%	0%	0	0.0
	H.Q. ENERGY SERVICES US	0%	0%	0%	0%	0	0.0
	L.K. GOLDFARB ASSOCIATES, INC.	0%	0%	0%	0%	0	0.0
	MAINE ELECTRIC CONSUMER COOPERATIVE	0%	0%	0%	0%	0	0.0
	MAINE GROCERS ASSOCIATION D/B/A MEGA ENERGY	0%	0%	0%	0%	0	0.0
	MAINE HEALTH & HIGHER ED FACILITIES AUTHORITY	0%	0%	0%	0%	0	0.0
	MAINE INNKEEPERS ASSOCIATION	0%	0%	0%	0%	0	0.0
	MAINE INTERFAITH POWER AND LIGHT, INC.	0%	0%	0%	0%	0	0.0
	MAINE MUNICIPAL BOND BANK D/B/A POWER OPTIONS	0%	0%	0%	0%	0	0.0
	MAINE RESTAURANT ASSOCIATION	0%	0%	0%	0%	0	0.0
	MAINE STATE CHAMBER OF COMMERCE	0%	0%	0%	0%	0	0.0
	MORGAN STANLEY CAPITAL GROUP INC.	0%	0%	0%	0%	0	0.0
	PG&E ENERGY TRADING	0%	0%	0%	0%	0	0.0
	PIERCE ATWOOD CONSULTING	0%	0%	0%	0%	0	0.0
	PPL ENERGYPLUS CO., LLC	0%	0%	0%	0%	0	0.0
	PROCTER & GAMBLE DISTRIBUTING COMPANY	0%	0%	0%	0%	0	0.0
	SELECT ENERGY NEW YORK, INC	0%	0%	0%	0%	0	0.0
	SELECT ENERGY, INC.	0%	0%	0%	0%	0	0.0



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Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
WATER	ORONO-VEAZIE WATER DISTRICT	1 100%				1	1.4
	OXFORD WATER DISTRICT		0%	1 100%	0%	1	2.8
	PARIS UTILITY DISTRICT	0%	0%	0%	0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT	0%	0%	1 100%	0%	1	1.3
	PATTEN WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	PITTSFIELD WATER WORKS	2 67%	1 33%	0%	0%	3	2.8
	PLYMOUTH WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PORT CLYDE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PORTLAND WATER DISTRICT	2 20%	7 70%	1 10%	0%	10	0.2
	PRESQUE ISLE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	QUANTABACOOK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	RANGELEY WATER COMPANY	0%	0%	0%	0%	0	0.0
	RICHMOND UTILITIES DISTRICT	0%	0%	0%	0%	0	0.0
	RUMFORD WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)	0%	0%	0%	0%	0	0.0
	SANDY POINT WATER COMPANY	0%	0%	0%	0%	0	0.0
	SANFORD WATER DISTRICT	0%	1 50%	0%	1 50%	2	1.1
	SEARSMONT VILLAGE WATER ASSN	0%	0%	0%	0%	0	0.0
	SEARSPORT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SMALL POINT WATER COMPANY	0%	0%	0%	0%	0	0.0
	SOLOON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTH BERWICK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTHPORT WATER SYSTEM	0%	0%	0%	0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	ST. FRANCIS WATER DISTRICT	0%	0%	0%	0%	0	0.0
	STARKS WATER DISTRICT	0%	0%	0%	0%	0	0.0
	STONINGTON WATER COMPANY	0%	0%	0%	0%	0	0.0
	STRONG WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SULLIVAN HARBOR WATER COMPANY	0%	0%	0%	0%	0	0.0
	TENANTS HARBOR WATER DISTRICT	0%	0%	0%	0%	0	0.0
	VAN BUREN WATER DISTRICT	0%	0%	0%	0%	0	0.0
	VINALHAVEN WATER DISTRICT	0%	0%	0%	0%	0	0.0



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WATER	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LISBON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	LIVERMORE FALLS WATER DISTRICT		0%	2	100%		0%		0%	2	1.5
	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY	1	100%		0%		0%		0%	1	1.8
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT		0%	1	50%	1	50%		0%	2	0.4
	MARS HILL/BLAINE WATER COMPANY		0%		0%		0%		0%	0	0.0
	MECHANIC FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MIL BRIDGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MIL O WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	MORRILL VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOSCOW WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOUNT DESERT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MT. BLUE STANDARD WATER DISTRICT	2	100%		0%		0%		0%	2	7.1
	NEW HARBOR-CHAMBERLAIN WATER ASSOCIATION		0%		0%		0%		0%	0	0.0
	NEW PORTLAND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW SHARON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEWPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	NORTH JAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT)		0%		0%		0%		0%	0	0.0
	NORWAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OLD TOWN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OQUOSSOC STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0



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WATER	EAST MILLINOCKET WATER WORKS		0%		0%	0	0.0
	EAST PITSTON WATER DISTRICT		0%		0%	0	0.0
	EAST VASSALBORO WATER SYSTEM		0%		0%	0	0.0
	ELLSWORTH WATER DEPARTMENT	1 100%	0%		0%	1	0.8
	EUSTIS WATER DEPARTMENT		0%		0%	0	0.0
	EXETER WATER DEPARTMENT		0%		0%	0	0.0
	FARMINGTON FALLS STANDARD WATER DISTRICT	1 100%	0%		0%	1	10.0
	FARMINGTON VILLAGE CORPORATION		0%		0%	0	0.0
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%		0%	0	0.0
	FRANKLIN WATER DEPARTMENT		0%		0%	0	0.0
	FRIENDSHIP WATER DEPARTMENT		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%	2 100%	0%	2	0.6
	GRAND ISLE WATER DEPARTMENT		0%		0%	0	0.0
	GRAY WATER DISTRICT	1 100%	0%		0%	1	1.1
	GREAT SALT BAY SANITARY DISTRICT		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT		0%		0%	0	0.0
	HALLOWELL WATER DISTRICT		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT		0%	1 100%	0%	1	0.6
	HARRISON WATER DISTRICT		0%		0%	0	0.0
	HEBRON WATER COMPANY		0%		0%	0	0.0
	HOULTON WATER COMPANY	1 100%	0%		0%	1	0.5
	HOWLAND WATER DEPARTMENT		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%		0%	0	0.0
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT		0%	1 100%	0%	1	2.8
	KENNEBEC WATER DISTRICT		0%	4 67%	0%	6	0.7
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER	1 100%	0%		0%	1	0.1
	KINGFIELD WATER DISTRICT		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%	0	0.0
	LEWISTON WATER DEPARTMENT		0%	1 50%	0%	2	0.2
	LIMERICK WATER DISTRICT		0%		0%	0	0.0

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WATER	BIDDEFORD & SACO WATER COMPANY	0%	1 100%		0%	1	0.1
	BINGHAM WATER DISTRICT	0%		0%	0%	0	0.0
	BOOTHBAY REGION WATER DISTRICT	0%		1 100%	0%	1	0.4
	BOWDOINHAM WATER DISTRICT	0%		0%	0%	0	0.0
	BREWER WATER DISTRICT	0%		1 100%	0%	1	0.3
	BRIDGTON WATER DISTRICT	0%		0%	0%	0	0.0
	BROWNVILLE WATER DEPARTMENT	0%	3 100%	0%	0%	3	6.1
	BRUNSWICK & TOPSHAM WATER DISTRICT	0%		0%	0%	0	0.0
	BUCKFIELD VILLAGE CORPORATION	0%		1 100%	0%	1	5.4
	CALAIS (CITY OF) WATER DEPARTMENT	0%		0%	0%	0	0.0
	CANTON WATER DISTRICT	0%		0%	0%	0	0.0
	CARIBOU UTILITIES DISTRICT	0%		0%	0%	0	0.0
	CASTINE WATER DEPARTMENT	0%		0%	0%	0	0.0
	CLINTON WATER DISTRICT	0%	2 100%	0%	0%	2	0.5
	CONSUMERS MAINE WATER - HARTLAND DIVISION	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - BUCKSPORT	0%	1 100%	0%	0%	1	1.6
	CONSUMERS MAINE WATER - CAMDEN/ROCKLAND	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - DAMARISC/NEWCASTLE	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - FREEPORT	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - GREENVILLE	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - KEZAR FALLS	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - MILLINOCKET	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - OAKLAND	0%		0%	0%	0	0.0
	CONSUMERS MAINE WATER - SKOWHEGAN	0%	1 100%	0%	0%	1	0.4
	CORINNA WATER DISTRICT	0%		0%	0%	0	0.0
	CORNISH WATER DISTRICT	0%		0%	0%	0	0.0
	DANFORTH WATER DISTRICT	0%		0%	0%	0	0.0
	DEER ISLE CONSUMER OWNED WATER UTILITY	0%		0%	0%	0	0.0
	DEXTER UTILITY DISTRICT	0%	1 50%	1 50%	0%	2	2.2
	DIXFIELD WATER DEPARTMENT	1 100%		0%	0%	1	1.8
	DOVER-FOXCROFT WATER DISTRICT	0%		0%	0%	0	0.0
	DRESDEN MILLS WATER DISTRICT	0%		0%	0%	0	0.0
	EAGLE LAKE WATER & SEWER DISTRICT	0%		1 100%	0%	1	5.1



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GAS SUPPLIERS	COLONIAL ENERGY, INC	0%	0%	0%	0%	0	0.0
	DORMER MOTORS	0%	0%	0%	0%	0	0.0
	DUKESOLUTIONS INC	0%	0%	0%	0%	0	0.0
	ENERGYEXPRESS, INC.	0%	0%	0%	0%	0	0.0
	H.Q. ENERGY SERVICES (U.S.), INC.	0%	0%	0%	0%	0	0.0
	HOUSTON ENERGY SERVICES COMPANY L.L.C.	0%	0%	0%	0%	0	0.0
	MAINE EDUCATION ASSOCIATION	0%	0%	0%	0%	0	0.0
	METROMEDIA ENERGY NORTHEAST, INC.	0%	0%	0%	0%	0	0.0
	POWERCOM ENERGY AND COMMUNICATIONS ACCESS, INC	0%	0%	0%	0%	0	0.0
	PROVIDENCE ENERGY SERVICES	0%	0%	0%	0%	0	0.0
	SMARTENERGY.COM	0%	0%	0%	0%	0	0.0
	STATOIL ENERGY, INC.	0%	0%	0%	0%	0	0.0
	TXU ENERGY TRADING CO D/B/A TXU ENERGY SERVICES	0%	0%	0%	0%	0	0.0
<b>Industry Totals</b>	<b>14</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b> <b>0%</b>	<b>0</b>	<b>0.0</b>
OTHER	OTHER	0%	2	12	32	46	0.0
		0%	4%	26%	70%		0.0
<b>Industry Totals</b>	<b>1</b>	<b>0</b> <b>0%</b>	<b>2</b> <b>4%</b>	<b>12</b> <b>26%</b>	<b>32</b> <b>70%</b>	<b>46</b>	<b>0.0</b>
WATER	ADDISON POINT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ALFRED WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ALLEN WATER COMPANY	0%	0%	0%	0%	0	0.0
	ANDOVER WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ANSON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ASHLAND WATER & SEWER DISTRICT	0%	0%	0%	0%	0	0.0
	AUBURN WATER DISTRICT	0%	0%	2	0%	2	0.3
	AUGUSTA WATER DISTRICT	1	4			5	0.9
	BAILEYVILLE UTILITY DISTRICT	0%	0%	0%	0%	0	0.0
	BANGOR WATER DISTRICT	0%	1	1	0%	2	0.2
	BAR HARBOR WATER DEPARTMENT	0%	0%	1	0%	1	0.6
	BATH WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BELFAST WATER DISTRICT	1	0%	0%	0%	1	1.6
	BERWICK WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	BETHEL WATER DISTRICT	0%	0%	0%	0%	0	0.0



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COMPETITIVE	SEMPRA ENERGY TRADING CORP.		0%		0%		0%		0%	0	0.0
	SPRAGUE ENERGY CORP.		0%		0%		0%		0%	0	0.0
	SYNERNET, INC		0%		0%		0%		0%	0	0.0
	TFW ENERGY CONSULTING SERVICES, LLC		0%		0%		0%		0%	0	0.0
	TRANSCANADA POWER MARKETING LTD.		0%		0%		0%		0%	0	0.0
	UNITIL RESOURCES, INC. D/B/A USOURCE		0%		0%		0%		0%	0	0.0
	USOURCE, L.L.C.		0%		0%		0%		0%	0	0.0
	WEIL AND HOWE		0%		0%		0%		0%	0	0.0
	WORCESTER TRADING, INC.		0%		0%		0%		0%	0	0.0
	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
<b>Industry Totals</b>	<b>45</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0.0</b>
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	24	20%	58	48%	37	31%	1	1%	120	1.1
	CENTRAL MAINE POWER COMPANY	79	15%	328	63%	106	21%	4	1%	517	0.9
	EASTERN MAINE ELECTRIC CO-OP, INC	3	21%	8	57%	3	21%		0%	14	1.2
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	6	100%		0%		0%	6	1.2
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%	2	100%		0%		0%	2	0.3
	MADISON DEPARTMENT OF ELECTRIC WORKS	2	13%	7	44%	7	44%		0%	16	6.6
	MAINE PUBLIC SERVICE COMPANY	2	8%	20	83%	2	8%		0%	24	0.7
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%		0%		0%		0%	0	0.0
<b>Industry Totals</b>	<b>13</b>	<b>110</b>	<b>16%</b>	<b>429</b>	<b>61%</b>	<b>155</b>	<b>22%</b>	<b>5</b>	<b>1%</b>	<b>699</b>	<b>0.9</b>
GAS	BANGOR GAS COMPANY, LLC		0%		0%		0%		0%	0	0.0
	MAINE NATURAL GAS, LLC.		0%		0%		0%		0%	0	0.0
	NORTHERN UTILITIES, INC. - MAINE	11	8%	39	30%	82	62%		0%	132	5.3
<b>Industry Totals</b>	<b>3</b>	<b>11</b>	<b>8%</b>	<b>39</b>	<b>30%</b>	<b>82</b>	<b>62%</b>	<b>0</b>	<b>0%</b>	<b>132</b>	<b>5.2</b>
GAS SUPPLIERS	AGF GAS SALES AND SERVICING, INC.		0%		0%		0%		0%	0	0.0



Utility Complaints for Cases Received in 2002

3/28/2003

Utility Type		Company		Service		Disconnect/		Billing		Miscellaneous		Total		Rate per	
				#	%	#	%	#	%	#	%	Complaints		1000	Customers
WATER	WALDOBORO WATER COMPANY				0%		0%		0%		0%	0		0.0	
	WASHBURN WATER DEPARTMENT				0%		0%		0%		0%	0		0.0	
	WATERBORO WATER DISTRICT				0%		0%		0%		0%	0		0.0	
	WEST PARIS WATER DISTRICT				0%		0%	1	100%		0%	1		5.5	
	WILTON WATER DEPARTMENT				0%		0%		0%		0%	0		0.0	
	WINTER HARBOR WATER DISTRICT				0%		0%		0%		0%	0		0.0	
	WINTERPORT WATER DISTRICT				0%		0%		0%		0%	0		0.0	
	WINTHROP UTILITIES DISTRICT				0%	1	100%		0%		0%	1		1.0	
	WISCASSET WATER DISTRICT				0%	1	100%		0%		0%	1		2.0	
	YARMOUTH WATER DISTRICT			1	100%		0%		0%		0%	1		1.3	
YORK WATER DISTRICT					0%		0%		0%		0%	0		0.0	
Industry Totals				17	24%	34	47%	20	28%	1	1%	72		0.3	
WATER COMMON CARRIER	BAY EXPRESS WATER TAXI				0%		0%		0%		0%	0		0.0	
	CASCO BAY CHARTER, INC.				0%		0%		0%		0%	0		0.0	
	CASCO BAY ISLAND TRANSIT DISTRICT				0%		0%		0%		0%	0		0.0	
	CHEBEAGUE TRANSPORTATION SERVICE				0%		0%		0%		0%	0		0.0	
	EAGLE TOURS, INC				0%		0%		0%		0%	0		0.0	
	INTERCOASTAL MARINE TRANSPORT				0%		0%		0%		0%	0		0.0	
	LIONEL PLANTE ASSOCIATES				0%		0%		0%		0%	0		0.0	
	MARINE TAXI SERVICE				0%		0%		0%		0%	0		0.0	
	OLDE PORT MARINER FLEET, INC.				0%		0%		0%		0%	0		0.0	
	THE WATER TAXI F/K/A PRESUMPSCOT WATER TAXI				0%		0%		0%		0%	0		0.0	
Industry Totals				0	0%	0	0%	0	0%	0	0%	0		0.0	
Utility Totals				233	15%	754	50%	438	29%	85	6%	1,510		0.9	